



## UNITED STATES PATENT AND TRADEMARK OFFICE

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UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
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Bib Data Sheet

CONFIRMATION NO. 2345

<b>SERIAL NUMBER</b> 09/845,486	<b>FILING DATE</b> 04/30/2001 <b>RULE</b>	<b>CLASS</b> <del>455</del> 379	<b>GROUP ART UNIT</b> <del>2684</del> 2642	<b>ATTORNEY DOCKET NO.</b> 00-4064
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**APPLICANTS**  
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 Patrick Peterson, Cambridge, MA;  
 Michael Roberts, Boston, MA;  
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**\*\* CONTINUING DATA \*\*\*\*\*** *HA*  
 THIS APPLN CLAIMS BENEFIT OF 60/242,634 10/23/2000

**\*\* FOREIGN APPLICATIONS \*\*\*\*\*** *would HA*

**IF REQUIRED, FOREIGN FILING LICENSE GRANTED \*\* 06/25/2001**

Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	<b>STATE OR COUNTRY</b> MA	<b>SHEETS/DRAWING</b> 13	<b>TOTAL CLAIMS</b> 35	<b>INDEPENDENT CLAIMS</b> 8
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Verified and Acknowledged *HA*  
 Examiner's Signature Initials

**ADDRESS**  
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 Verizon Services Group  
 600 Hidden Ridge, HQE03H01  
 Irving, TX 75038

**TITLE**  
 Systems and methods for providing audio information to service agents

<b>FILING FEE RECEIVED</b> 1380	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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